



HANCOCK TELEPHONE

February 7, 2011

Via ECFS

Marlene H. Dortch, Secretary
Office of the Secretary, Federal Communications Commission
445 12th Street, SW, Suite TW-A325
Washington, DC 20554

RE: CPNI Certification and Statement Filing

Dear Ms. Dortch:

Pursuant to Section 64.2009(e) of the Commission's Rules, I hereby submit the attached annual Customer Proprietary Network Information Certificate and accompanying statement on behalf of The Hancock Telephone Company.

Should you have any questions or need further information, please contact me at 607-637-9958 or bethm@hancock.net.

Sincerely,

Bethany J. Millar
General Manager

cc: Best Copy and Printing, Inc. via email to FCC@BCPIWEB.COM



Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2010

Date filed: February 7, 2011

Name of company covered by this certification: The Hancock Telephone Company

Form 499 Filer ID: 802335

Name of signatory: Robert C. Wrighter, Sr.

Title of signatory: President

I, Robert C. Wrighter, Sr, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed

THE HANCOCK TELEPHONE COMPANY **STATEMENT OF COMPANY POLICY**

When referred to in the guidelines set forth below, "Company," "we," or "us" refers to and includes all employees, associates, and agents of The Hancock Telephone Company.

The Hancock Telephone Company (the "Company") has a duty to protect the confidential, Customer Proprietary Network Information ("CPNI") of our customers, other telecommunications carriers, and equipment manufacturers. Therefore, the following guidelines shall be followed by all employees and agents of the Company:

CPNI is any information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship. CPNI also includes information contained in the bills pertaining to the telephone exchange service or telephone toll service received by a customer of a carrier.

- ! Proprietary information of our customers, other telecommunications carriers, and equipment manufacturers is protected by Federal law.
- ! CPNI which the Company obtains from another carrier for the purpose of providing a particular telecommunications service may be used only for the provision of that service, and may not be used for any otherwise unrelated marketing efforts.
- ! Individually identifiable CPNI that we obtain by providing a telecommunications service may be used, disclosed, or released *only* in the circumstances as set forth in the Company's CPNI Operating Guidelines.

The release of any CPNI by sales personnel must be authorized by a supervisor.

The Company takes seriously the protection of our customers' CPNI, and in accordance with 47 C.F.R. § 64.2009 will be subject to disciplinary review for violation of the policies set forth above. Please contact your supervisor if you have any questions or require additional information.